



**BLUE CROSS BLUE SHIELD OF ILLINOIS
POLICY**

DEPARTMENT: Network Provider Performance	POLICY NUMBER: Admin 64	ORIGINAL EFFECTIVE DATE : 01/01/01
POLICY TITLE: Member Access to Behavioral Health Services		EFFECTIVE DATE: 1/01/2023
		LAST REVISION DATE: 1/01/2022
EXECUTIVE OWNER: DSVP, IL Health Care Delivery	BUSINESS OWNER: Manager, Provider Performance	LAST REVIEW DATE: 1/01/2023

I. SCOPE

This Policy applies to the following lines of business and products:

Line of Business / Product Scope / Plan Scope/Contract Number (if applicable)	In Scope [x]
HMO Commercial	X
HMO Exchange	x

II. PURPOSE

- To establish guidelines for service availability for behavioral health care
- To establish guidelines for telephone access to behavioral health services where there is centralized triage and referral process in place
- To establish guidelines for access to behavioral health care for time and proximate distance standards

III. POLICY

Behavioral Health services must be provided to all members in accordance with the established access standards. All Independent Physician Associations all Medical Group/Individual Practice Association or Physician Hospital Organization (hereinafter the “IPAs”) must have a written policy and procedure in place addressing the process of accessing behavioral health services, whether the management of the services is delegated or performed within the IPA. This policy is applicable to behavioral health services. Behavioral Health services include psychiatric or mental health and substance use disorder, formerly known as chemical dependency.

IV. CONTROLS/MONITORING

Line of Business and/or Area	Control Requirements
HMO	HMO Medical Service Agreement

V. RELATED DOCUMENTS

Member Access to Behavioral Health Services – Administrative 64A

VI. SOURCES/REFERENCES

Federal/State	Regulatory Requirements & References
State	IL Senate Bill 0471 – Time Distance for Behavioral Health Services

VII. IMPACTED BUSINESS AREAS

HMO Provider Network
BCBSIL IL Analytics
BCBSIL Regulatory Implementation

VIII. POLICY REVIEWERS

Person Responsible for Review	Title	Date of Review
Mary Ellen Merbeth	HMO Provider Network Consultant	12-01-2021
Danielle Washington	HMO Provider Network Consultant	12-09-2022

IX. POLICY REVISION HISTORY

Description of Changes	Revision Date
Updated content per IL SB 471 effective 1/1/2022	

X. POLICY APPROVALS

Company, Division, Department and/or Committee	By: Name	Title	Approval date
BCBSIL P&P			12/16/2021
BCBSIL P&P			12/15/2022